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| **Job Description** |
| **Job Title:** |  **Programme Manager (Change)** |
| **Name:** |  |
| **Department:** | **Corporate Resources S151 and Transformation**  |
| **Service:** |  **Transformation** |
| **Band:** |  **9** |
| **Current Base:** |  **Appletree Court** |
| **Post No:** |  |
| **Politically Restricted:** |  **No** |
| **2. Main Purpose:**To project manage change activities across the organisation in support of significant change initiatives (including LGR) and transformation; To contribute to the delivery of change by providing specialist support and advice to service areas throughout the organisation.To ensure preparedness for local government reorganisation by leading and co-ordinating change and transition activities aligned with overall goals and objectives set. |
| **3. Position Within Organisation:****Post Holder responsible to:** Transformation and Improvement Manager**Post Holder responsible for:** 1?**Post Holder responsible for budgets:** No |
| **4. Main Duties:**To develop and manage a rolling programme of projects to deliver significant and strategic change (including LGR) aimed at supporting the strategic direction and development of service across the organisation, adopting principles to deliver change objectives. Where necessary drawing up business cases and ensuring benefits are clearly identified and realised.To work with transformation colleagues, the leadership team and partners to gather input, build consensus, and ensure smooth implementation of changes. Assist in the strategic development and management of corporate projects within agreed timescales. Working to foster strong and effective relationships across departments, programme team, customers and external parties to enable buy in and delivery of programme and projects as necessary. Providing specialist advice, gathering data and information on demand, performance and customer feedback to drive transformational change and service improvement. Aligning service priorities with transformation and strategic change objectives.Oversee project timelines, budgets and resources, ensuring all aspects of the programme are delivered on time and within budget, identifying risks and developing mitigation strategies to ensure successful delivery of the programme.To co-ordinate the delivery of identified programmes, providing regular updates to the Transformation and Improvement Manager and other stakeholders on progress.To provide project management capacity for large scale strategic projects to deliver the transformation and change programme, organisational development and a centre of expertise for Project Management. To provide capacity to stimulate the development of cross cutting initiatives (e.g. with partners or across NFDC services) where efficiencies and/or business improvements can be achieved and join up opportunities and to engage with other local authorities to shape future direction based on lessons learned experiences and best practices.To manage the Programme resources as allocated. To provide support to the Transformation Manager on other service responsibilities commensurate with the level of the post i.e. reporting, governance of the programme and communications.All employees are required to support the Council’s safeguarding policy and undergo any associated training to ensure its functions are delivered having regard for the need to safeguard and promote the welfare of children, young people and adults at risk.  |
| **5. Skills, Knowledge & Experience:****Essential:*** Degree or equivalent experience in a relevant field
* Demonstrable strong project management experience and a proven ability to develop policy and strategy and implement change within their service area.
* Strong customer focus and knowledge and understanding of a customer led service delivery
* Sound financial management and ICT skills, including M365, project management and business improvement software
* High level skills in problem solving, analysis and interpretation of data
* Excellent interpersonal skills
* Ability to persuade and influence at a high level
* Must be a good team player. Versatility, flexibility and the will to assist colleagues outside of normal responsibilities
* The ability to work without direct guidance from the Transformation and Improvement Manager
* Membership of a relevant Professional Body or project management qualification
* Extensive post qualification experience

**Desirable:*** Experience of working in the public sector
* Extensive experience in managing and developing staff
* Ability to use process mapping and project management tools
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| **6. Problem Solving:**The post holder must be able to use their knowledge and understanding of the public sector and project management skills in order to exercise sound judgment and offer advice and innovative solutions to a range of service areas on a regular basis. The post holder will also be required to interpret and understand the Council’s strategic direction and values with the ability to apply commercial awareness to problems and solutions.The post holder will be required to interpret and analyse data to judge the appropriate response, often providing advice within urgent deadlines. The post holder will be required to use their own initiative to find solutions to new problems and will require the use of knowledge and experience to do this. The post holder will be required to interpret legislation/National guidance and research in new fields.The post holder will be regularly required to proactively challenge the status quo and facilitate change in an empathetic way that engages and supports service areas. |
| **7. Decision Making:**The post holder is required to give specialist advice to management. This may involve interpretation of existing rules and procedures and could impact on council policies.The post holder will need to research new processes/procedures and use judgment when applying and interpreting it within the Council. The post holder will make decisions relating to value for money, business improvement, performance monitoring, in conjunction with the relevant Manager.Decisions will be necessary to set objectives for the programme  |
| **8. Operational Responsibility:**The post holder will be required to manage, support and develop programme support roles . This will include the need to have an understanding of their role and duties.The post holder will be required to provide specialist change and programme management advice to senior management, including EMT and input in to the strategic direction of the council for significant change initiatives.In the absence of the Transformation and Improvement Manager the post holder will be the first point of contact for specific programme matters including LGR. |
| **9. Communication:**The post holder will be required to relay often complex information to senior managers and elected members. The post holder will be required to influence and persuade others to ensure transformation projects and business improvements are fully implemented. External communication with customers, partners, consultants and suppliers will be necessary. Internal – 80% External – 20% |
| **10. Working Conditions:**Office based, with the requirement to attend meetings and workshops as required.The Council operates a flexible ‘hybrid’ working policy and therefore will require working in the office together with remote working in accordance with this policy. |
| **11. Signatures:** Job Holder:………………………………………………Manager:………………………………………. Date:……………………………………………………. Date: …………………………………………… |